

Appendix A		Cognitive and Psychological Research (1545-1349)						
Page 1		Consolidated Burden Hours & Cost Jan 17 - Dec 19						
SOI #		Subject of Study	Estimated Cost	Actual Cost	Estimated Burden	Actual Burden	Burden Difference	Responses
508	2017	Prototype Redesign IRS.gov UsabilityTax Forum	14,000	19,000	125	150	-25	150
509		Tax professionals Tax Forum Focus Groups	11,000	3,109	105	31	74	100
510		Earned Income Tax Credit Tax Forum Focus Group	11,000	2,133	54	54	0	48
511		Compliance Tax Forum Focus Groups/ New Title: National Tax Forum 2017 Field Collection Focus Groups)	12,650	10,499	65	84	-19	50
512		Offer in Compromise Tax Forum Focus Groups	12,650	5,249	65	70	-5	50
513		Individual Toll-Free Line Focus Groups	75,059		129		129	
514		Installment Agreement/Services Tax Forum	17,500	16,270	190	172	18	120
515		TES Focus Groups	22,168	22,823	59	20	39	30
516		Media & Pub Tax Practitioner/Taxpayer Pub 17	19,200	19,035	38	20	18	18
517	2018	TES Pretesting Focus Groups	4,000	4,000	1,420	39	1,381	28
518		EITC/Refundable Credits Online Toolkit TF	7,000	3,151	60	74.5	-15	60
519		Form 1099-MISC Filing Compliance Tax Forum	8,500	8,179	78	96	-18	60
520		Audit/Service Needs Tax Forum Focus Groups	23,884	17,841	216	191	25	120
521		Underserved Focus Groups	19,000	275,771	91	1486	-1,395	16
522		E-HelpDesk Phone Focus Group	29,814	29,814	39	32.5	7	24
523	2019	Field Compliance Safety / Impersonation Survey	50		3		3	
524		Bringing Taxpayers Back into Filing Compliance Focus Group	5,000	4,463	65	71	-6	59
525		IRS Field Compliance Impersonation and Safety Focus Groups	5,000	4,463	65	61	4	42
526		Return Preparer Data Security Practices Focus Group	5,000	4,463	65	70	-5	56
527		TAS Tax Forum Focus Groups	17,752	17,429	300	304	-4	161
528		W&I Tax Forum Focus Group - TCJA	7,500	5,306	68	66.8	1	60
529		W&I Tax Forum Focus Group - Mis-directed Tax Payment	8,819	8,178	68	144.3	-76	51
530		TTK Roadmap Tax Forums	17,997	13,690	21	54	-33	107
531		Taxpayer Toolkit Focus Groups	31,175		42		42	
		Totals - Cost and Burden	385,718	494,867	3,431	3291.1	140	
		Three-Year Approved Burden Hours						18,000
		3-Year Burden Minus Estimated Hours						14,569
		3-Year Burden Minus Actual Hours						14,709